

# Desert View Care Center of Buhl – New Jersey

## Introduction

This case study of Desert View Care Center of Buhl is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The training that CPI offers is high standard, and the training I have completed has helped our staff in recognizing escalating behaviors and in learning how to de-escalate behaviors before they can get out of hand. CPI training also helps staff check their own attitudes so we are not the cause of the acting-out behavior.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“CPI training has improved staff confidence and made our staff aware of their own behavior and how it impacts our residents’ behaviors.”

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Meet regulatory compliance
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health environment as a long-term care facility with a unit for individuals with traumatic brain injury.

## Results

- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing staff turnover
  - Improving staff skills and confidence

### Company Profile

Company:  
**Desert View Care Center of Buhl**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

### About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society’s most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

**Learn More:**

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